

Transcript: Pamela

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Full Transcript

Welcome to Centercard. This is Pamela speaking. How may I help you? Good morning. I have a quick question. Um, I work for, uh, BG Staffing and I was just wondering, uh, how can I go about, like, ah, benefits as far as, you know, any type of benefits y- that you guys might offer? Okay. So, what was the name of the staffing agency again, sir? I'm sorry. No, you're good. Uh, BGSS Staffing. Okay. So, we could send you that complete guide if you have an email available, or you could go online and download it and create a profile. However it's easier for you, or- Okay. ... um, when did you start working for them? I think, uh, maybe four months. Okay. Because if, just trying to figure out if you still, under your open, um, enrollment, if it's four months ago, you're not under it. Let me check when they do open enrollment. Okay. Give me one second. Okay. Okay. So, they did it in August last year. Mm-hmm. Most likely they're gonna do it at this, at the same time this year. If you would like, I could go into your file and see exactly if you open enrollment is over. Okay, nice. And, uh, does it also matter, like, um, if, uh, how many hours you put in with the agency, or- Not necessarily. Okay. Um- Oh. Okay, let's see. May I have the last four digits of your Social? 1941. Yeah. Yeah. Okay. May I, may I have your first and last name, sir? Mataaga. That's M-A-T A-A-G-A, and the last name is, uh, Brown, B-R-O-W-N. All right. Let's see. Okay, Mr. Brown, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? 9371 Rushworth, that's R-U-S-H-W-O-R-T-H Avenue, Las Vegas, Nevada 89178. And my birthday is May 2nd, 1977. Thank you for the information. We have a telephone number on file, 725-340-2545. That's correct. Uh, yeah. Your open enrollment window, yeah, it was back in March. Mm. Um, the, like I said, they do the, um, the open enrollment in August. You could try then, um, for the open enrollment. Now what I could do- Yes. ... is send you, huh? So- Unless- Oh, okay, so in August. Unless you have lost coverage in the last 30 days, and if you could prove it, then that might be a qualified live event. Okay, I got you. I understand. All right. Okay. So, can you... Oh, so I, so I just check back around August then? Yes. See, if, I could send you the benefit guide, but I'm not sure if there's any changes gonna happen, um- Okay. ... before open enrollment in, it might not be accurate by the time open enrollment happens. Okay. All right. That's perfectly fine. So, 'cause, uh, yeah, that's, that's perfectly fine. So, at least I got... Can you send, um, can you send that, that benefit's guide to my email just so I can have it and read through it? Yeah. Okay. Sure. It will be coming in from info, uh, benefits Centercard. Check your spam and junk mail. It might go there. Okay. Allow me, like, a minute or so for you to receive it, sir. Okay. Sounds good. All right. Thank you for your c- calling us today. Is there anything else I could do for you, sir? No, that's it. Thank you so much for your time, and you have a great rest of your day. You too, sir. Thank you. All right. Okay, bye-bye. Mm-hmm.

Conversation Format

Speaker speaker_0: Welcome to Centercard. This is Pamela speaking. How may I help you?

Speaker speaker_1: Good morning. I have a quick question. Um, I work for, uh, BG Staffing and I was just wondering, uh, how can I go about, like, ah, benefits as far as, you know, any type of benefits y- that you guys might offer?

Speaker speaker_0: Okay. So, what was the name of the staffing agency again, sir? I'm sorry.

Speaker speaker_1: No, you're good. Uh, BGSS Staffing.

Speaker speaker_0: Okay. So, we could send you that complete guide if you have an email available, or you could go online and download it and create a profile. However it's easier for you, or-

Speaker speaker_1: Okay.

Speaker speaker_0: ... um, when did you start working for them?

Speaker speaker_1: I think, uh, maybe four months.

Speaker speaker_0: Okay. Because if, just trying to figure out if you still, under your open, um, enrollment, if it's four months ago, you're not under it. Let me check when they do open enrollment.

Speaker speaker_1: Okay.

Speaker speaker_0: Give me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So, they did it in August last year.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Most likely they're gonna do it at this, at the same time this year. If you would like, I could go into your file and see exactly if you open enrollment is over.

Speaker speaker_1: Okay, nice. And, uh, does it also matter, like, um, if, uh, how many hours you put in with the agency, or-

Speaker speaker_0: Not necessarily.

Speaker speaker_1: Okay.

Speaker speaker_0: Um-

Speaker speaker_1: Oh.

Speaker speaker_0: Okay, let's see. May I have the last four digits of your Social?

Speaker speaker_1: 1941.

Speaker speaker_0: Yeah.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. May I, may I have your first and last name, sir?

Speaker speaker_1: Mataaga. That's M-A-T A-A-G-A, and the last name is, uh, Brown, B-R-O-W-N.

Speaker speaker_0: All right. Let's see. Okay, Mr. Brown, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: 9371 Rushworth, that's R-U-S-H-W-O-R-T-H Avenue, Las Vegas, Nevada 89178. And my birthday is May 2nd, 1977.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 725-340-2545.

Speaker speaker_1: That's correct.

Speaker speaker_0: Uh, yeah. Your open enrollment window, yeah, it was back in March.

Speaker speaker_1: Mm.

Speaker speaker_0: Um, the, like I said, they do the, um, the open enrollment in August. You could try then, um, for the open enrollment. Now what I could do-

Speaker speaker_1: Yes.

Speaker speaker_0: ... is send you, huh?

Speaker speaker_1: So-

Speaker speaker_0: Unless-

Speaker speaker_1: Oh, okay, so in August.

Speaker speaker_0: Unless you have lost coverage in the last 30 days, and if you could prove it, then that might be a qualified live event.

Speaker speaker_1: Okay, I got you. I understand.

Speaker speaker_0: All right.

Speaker speaker_1: Okay. So, can you... Oh, so I, so I just check back around August then?

Speaker speaker_0: Yes. See, if, I could send you the benefit guide, but I'm not sure if there's any changes gonna happen, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... before open enrollment in, it might not be accurate by the time open enrollment happens.

Speaker speaker_1: Okay. All right. That's perfectly fine. So, 'cause, uh, yeah, that's, that's perfectly fine. So, at least I got... Can you send, um, can you send that, that benefit's guide to my email just so I can have it and read through it?

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay.

Speaker speaker_0: Sure. It will be coming in from info, uh, benefits Centercard. Check your spam and junk mail. It might go there.

Speaker speaker_1: Okay.

Speaker speaker_0: Allow me, like, a minute or so for you to receive it, sir.

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: All right. Thank you for your c- calling us today. Is there anything else I could do for you, sir?

Speaker speaker_1: No, that's it. Thank you so much for your time, and you have a great rest of your day.

Speaker speaker_0: You too, sir. Thank you.

Speaker speaker_1: All right. Okay, bye-bye.

Speaker speaker_0: Mm-hmm.